



County of Los Angeles CHIEF EXECUTIVE OFFICE

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SACHI A. HAMAI
Interim Chief Executive Officer

July 31, 2015

To: Mayor Michael D. Antonovich
Supervisor Hilda Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe

From: Sachi Hamai
Interim Chief Executive Officer

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HOMELESS FAMILY SOLUTION SYSTEM – ONE YEAR REPORT

On February 18, 2014, the Board approved the Homeless Family Solution System (HFSS) redesign plan and authorized the Director of Public Social Services (DPSS) to enter into sole source contract negotiations with the Los Angeles Homeless Services Authority (LAHSA) to implement the HFSS redesign; and, to enter into agreements, amendments, and other documents, as needed to implement the program. The Board further instructed the Chief Executive Officer (CEO) to:

1. Work with the Directors of Mental Health and DPSS, to report back on the funding source to include \$2,400,000, in the Fiscal Year (FY) 2014-15 Proposed Budget for the Department of Mental Health (DMH) to continue providing services to CalWORKs homeless families, and to ensure that such mental health services are coordinated with the Family Solution Centers (FSCs);
2. Prepare and submit quarterly implementation and spending reports and a yearly evaluation of the program outcomes including utilization rates, housing outcomes, total program expenditures and leveraged funds for both the HFSS and mental health services for CalWORKs homeless families, with the first report due within six months of implementation;
3. Work with the Director of DPSS and coordinating agencies to draft a report back to the Board within six months of implementation of the FSCs and Homeless CalWORKs Families program to include:
 - a. An analysis of the families served and percentage of those that transition to long-term housing; and
 - b. Performance measurement data on the families referred to mental health and/or substance abuse supportive services and their actual use of needed services.

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4. Ensure all contracts and agreements with LAHSA and service providers include access to staff members through the following:
 - a. A dedicated phone line for the County with service provider staff available during standard business hours (Monday thru Friday, 8:00 a.m. – 6:00 p.m.); and
 - b. An after-hours hotline, available 24-hours a day where staff may be reached in case of emergency.

This is a one-year report covering 12-months of HFSS implementation through June 30, 2015. The report contains program achievements and data related to the yearly evaluation of the program outcomes, services utilization rates, housing outcomes, a breakdown of the total HFSS leveraged funds/total budget, and year-one program expenditures at each FSC.

Program Achievements

The following program achievements cover the period of July 1, 2014, through June 30, 2015:

- In order to improve referrals for screening and services linkage, and to ensure that the role of clinicians at each FSC is understood, DMH and other HFSS agencies conducted informal site visits at several FSCs (Weingart Center, LA Family Housing, Harbor Interfaith, PATH, and Union Station) and met with FSC management and co-located clinicians to review processes.
- In order to standardize practices in each FSC, DMH developed a training manual for the co-located Mental Health Clinicians.
- In order to improve data collection processes for tracking and analyzing monthly data, DMH implemented a data collection process for mental health services provided at each FSC.
- In order to improve the efficiency of care and data collection, DMH Clinicians for SPAs 5 and 8 received training on the use of the DMH Integrated Behavioral Health Information System (IBHIS), a new paperless electronic charting system; clinicians started using the system effective June 1, 2015.
- As of July 31, 2015, all FSCs have a Mental Health Clinician on site with the recent hire of the Clinician at the SPA 7 FSC.
- All co-located DMH and DPSS staff met in March 2015 to review FSC workflow process and develop procedures in order to streamline the referral process.
- DPSS and LAHSA provided a joint presentation in Sacramento, to the California Department of Social Services and the Housing Support Program (HSP) grantees to share best practices related to Los Angeles County's HFSS.

- In order to improve tracking of outcomes and billing processes, LAHSA conducted an Outcomes and Budget Workshop for HFSS providers in preparation for the new 2015-2016 contract year.
- In order to improve training, monitoring, and supervision processes, effective June 1, 2015, supervision of the DPSS Homeless Case Managers (HCMs) collocated at the FSCs was centralized under two supervisors, instead of being distributed across eight different supervisors.

Program Outcomes

The following data reflect HFSS outcomes for the first 12-months of the program through June 30, 2015:

- 3,197 families have been enrolled into the HFSS. Of these families:
 - 3,024 are new families enrolled into HFSS; and
 - 173 families were enrolled at FSCs prior to July 2014, i.e., rollover clients.

Specific Services Received by Families Enrolled in HFSS	
Services Received	Number of Families
- Crisis Housing	1,226
- Permanent Housing	1,046
- GAIN	1,169
- Mental Health Screenings	450
- Referral for long-term Mental Health Treatment	388
- Substance Abuse Evaluation	672
- Referral to Substance Abuse Treatment	22
Total	4,973

The numbers in the above chart represent the total number of families served under each service category. The total served, 4,973, exceeds the total number of families enrolled, 3,197, as families may be duplicated across service categories due to the multiple needs of the homeless families enrolled in the HFSS.

Utilization Rates/Program Outcomes

The following table highlights, per SPA, the number of families enrolled provided with short-term crisis housing, and/or placed into permanent housing.

Utilization Rates/ Program Outcomes	SPA 1	SPA 2	SPA 3	SPA 4	SPA 5	SPA 6	SPA 7	SPA 8	Total
	Valley Oasis	LA Family Housing	Union Station	PATH	St. Josephs Center	Weingart Center	The Whole Child	Harbor Interfaith Services	
# of Total Families Enrolled	162	654	232	372	212	826	229	510	3,197
# of Families Enrolled at an FSC before July 2014	17	68	40	0	5	43	0	0	173
# of New Families Enrolled (July 2014 – Mar 2015)	145	586	192	372	207	783	229	510	3,024
# of CalWORKs Families Enrolled*	140	509	175	309	133	608	178	406	2,458
# of CalWORKs WtW Families Enrolled	572	246	96	153	74	279	113	151	1,684
# of Families Placed in Crisis Housing	61	234	80	190	120	224	146	171	1,226
# of Families Placed in Permanent Housing	62	238	78	125	103	237	84	119	1,046

*This is the number of families receiving CalWORKs upon entry. The FSC and DPSS staff attempt to move families into CalWORKs once they are enrolled into HFSS.

Enrollment Breakdown by Non-CalWORKs/CalWORKs Types:

	SPA 1	SPA 2	SPA 3	SPA 4	SPA 5	SPA 6	SPA 7	SPA 8	Total
Non-CalWORKs	22	145	57	63	79	218	51	104	739
CalWORKs	140	509	175	309	133	608	178	406	2,458
Grand Total	162	654	232	372	212	826	229	510	3,197

Crisis Housing Breakdown by Non-CalWORKs/CalWORKs Types:

	SPA 1	SPA 2	SPA 3	SPA 4	SPA 5	SPA 6	SPA 7	SPA 8	Total
Non-CalWORKs	4	40	16	26	33	28	15	36	198
CalWORKs	57	194	64	164	87	196	131	135	1,028
Grand Total	61	234	80	190	120	224	146	171	1,226

Permanent Housing Breakdown by Non-CalWORKs/CalWORKs Types:

	SPA 1	SPA 2	SPA 3	SPA 4	SPA 5	SPA 6	SPA 7	SPA 8	Total
Non-CalWORKs	8	42	29	25	44	38	26	24	236
CalWORKs	54	196	49	100	59	199	58	95	810
Grand Total	62	238	78	125	103	237	84	119	1,046

HFSS FUNDS/TOTAL BUDGET AND PROGRAM EXPENDITURES

The total funding for the HFSS for FY 2014-15 is \$17,413,945. Table 1 below provides a breakdown of the year-one leveraged funds/total budget by source and funding stream. Table 2 below identifies total expenditures by SPA/provider for year-one of the program, July 1, 2014 through June 30 2015. The difference between the total year-one budget and the amount expended during year-one is due to the ramp up time for the program, which included staff hiring at the FSCs. It is also important to note that the total expenditures reflected in Table 2, \$10,353,833, include estimates per SPA for June 2015 due to the fact that providers have yet to submit June billings to LAHSA; estimates are based on historical spending through May 2015.

Table 1- HFSS year-one leveraged funds/total budget

City of Los Angeles Funding	Funding Stream	Amount
	ESG Rapid Re-Housing	\$1,632,286
	CDBG	\$1,353,098
	General Funds	\$556,625
	Sub-total	\$3,542,009
County Funding	Funding Stream	Amount
	ESG Rapid Re-Housing	\$348,254
	ESG Emergency Shelter	\$213,332
	Homeless Prevention Initiative (HPI)	\$910,350
	HPI-Homeless & Housing Program Fund	\$1,600,000
	DPSS WtW	\$7,300,000
	DPSS HSP	\$3,500,000
	Sub-total	\$13,871,936
	Total	\$17,413,945

Table 2 Expenditures by SPA

Provider/SPA	Total Expenditure
Valley Oasis – SPA 1	\$552,110
LA Family Housing – SPA 2	\$1,338,223
Union Station & CA Hispanic Commission on Alcohol and Drug Abuse, Inc. – SPA 3	\$764,746
PATH LA Family Housing & The Salvation Army – SPA 4	\$1,835,997
St. Josephs Center & Upward Bound House – SPA 5	\$1,086,727
Weingart Center – SPA 6	\$2,720,287
The Whole Child – SPA 7	\$693,831
Harbor Interfaith Services & Catholic Charities of LA, Inc. – SPA 8	\$1,198,988
Sub-total	\$10,190,909
“211” LA County (expended across all eight SPAs)	\$162,924
Total	\$10,353,833

The HFSS is funded for FY 2015-16 and 2016-17 contingent upon State funding. This is the third and final HFSS report as required by the February 2014 Board motion.

If you have any questions or need additional information, please contact me, or your staff may contact Cheri Thomas at (213) 974-4603 or via email at cthomas@ceo.lacounty.gov.

SH:JJ:CT
 MDC:km

- c: Executive Office, Board of Supervisors
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